



Interim Desktop Application Deliverables

The Consistent Answers Desktop Release 2.0 team has been focused on requirements and high level design from late January to current date in accordance with the Consistent Answers Integrated Timeline. This deliverable highlights progress to date and next steps to finalize the work effort associated with the 5/15 Requirements milestone.

Integrated Timeline – Detailed Milestones Schedule:

- Requirements Complete 5/15/02
- Design Complete 6/30/02
- Build Complete 8/31/02
- Test Complete/Deploy to Pilot 11/2002

Work effort completed during January - April:

- Completed Draft Release 2.0 Approach Document
- Completed and validated Release 2.0 Detailed Process Flows
- Completed initial version of Release 2.0 Functional and Application Requirements
- Completed and/or scheduled working sessions for Release 2.0 Requirements

The Customer Interaction Centers included in Release 2.0 are FSAIC and CSCC. Short summaries of the two CICs are outlined below:

FSAIC's Business Overview:

The Federal Student Aid Information Center (FSAIC) processes applicant inquiries and questions related to filing the Free Application for Federal Student Aid (FAFSA) both on paper and on the worldwide web. Additionally, the center processes requests related to the Student Aid Report (SAR) and the Personal Identification Number (PIN); both of which have paper and web-enabled components.

CSCC's Business Overview:

The Customer Service Call Center (CSCC) responds to policy and operational inquiries from the public, financial aid community, Department of Education staff, and Congressional staffs. The CSCC responds to inquiries from customers primarily via a toll-free telephone line, facsimile, or e-mail. In addition, the center operates an interactive web site that contains relevant FSA technical information, communications, etc. The CSCC conducts outreach to the community via briefings and presentations at conferences as well.

The information for this deliverable was compiled from working sessions conducted from February-April 2002. The Operating Partners, FSA, and the Modernization Partner involved in Release 2.0 met on several occasions to gather detailed process and requirements information.

Throughout the sessions, Consistent Answers has tracked Design Items that require research and decisions from the Operating Partners, FSA and Modernization Partner.

The Process Flows and Detailed Requirements enclosed in this deliverable will be revised and further validated by the Operating Partners and FSA prior to final delivery on May 15, 2002.

Interim Desktop Application Deliverables (cont'd)

Working Session Details

Members of the Operating Partners, FSA and Modernization Partner participated in the working sessions. In addition to the user groups affected by Release 2.0, user groups from across the enterprise contributed to the sessions. Consistent Answers will continue to include enterprise representatives as the Release 2.0 moves into future phases.

Working Session	Dates	Purpose/Accomplishments	Status
FSAIC – 1	03/06/02-03/07/02	Consistent Answers Introduction Gather High Level Process Flows Develop Issue Resolution Plan Provide Siebel Demonstration	Complete
FSAIC – 2	03/19/02-03/21/02	Validate Detailed Processes Begin Functional Requirements Discuss Enterprise Tier One Definition	Complete
FSAIC – 3	04/02/02-04/04/02	Continue Functional and Application Requirements Discuss Key Design Items	Complete
FSAIC – 4	04/16/02-04/18/02	Revise Functional and Application Requirements Discuss Key Design Items Telephony/Desktop Update	Scheduled
CSCC – 1	03/19/02-03/21/02	Consistent Answers Introduction Gather Detailed Process Flows	Complete
CSCC – 2	03/26/02-03/27/02	Validate Detailed Processes Provide Siebel Demonstration	Complete
CSCC – 3	04/02/02-04/03/02	Gather Functional and Application Requirements Revise Functional and Application Requirements	Complete
CSCC – 4	04/16/02-04/18/02	Discuss Knowledge Management Knowledge Management Demonstration Discuss Remaining Open Items	Scheduled
Consistent Answers Stakeholder Review	05/02	Stakeholder final review and sign off of Requirements and High Level Design Deliverables	To Be Scheduled
FSA Sponsor Review	05/02	Sponsor final review and sign off of Requirements and High Level Design Deliverables	To Be Scheduled

The following representatives were present from each user group:

CSCC

Marie Carroll Anthony Jones
Kwame Lawson Ellen Crowder
Thurman McClain Bill Fischer
Michaelyn Milidantri Andrea Hayford
Vincent Robinson Chris Hill
Marcello Rojzman Mike High

NCS

Adam Berg Carol Schermann
Cassandra Moon Michael Connell
Viki Meier
Charles Brungardt
James Allen
Jaimi Cole

ACS/AFSA

Gary Eychner
Mike Alteri
Jean Lewis
Sharon Reese

Interim Desktop Application Deliverables (cont'd)

Documents In Progress

Section Title	CA Team	Summary	% Complete
Release 2.0 Approach Document	All	Overall Approach for the Requirements Gathering, Design, and Testing phases of Release 2.0 Desktop Solution. Central documentation for the strategy and processes used for gathering requirements and designing the desktop solution for Release 2.0.	80%
FSAIC Detailed Process FlowsDRAFT	Solution Design-Students	Detailed Process Flows illustrating the steps necessary to research and resolve FSAIC customer inquiries. The process flows will provide a starting point for the creation and documentation of functional and application requirements for Consistent Answers Release 2.0.	95%
CSCC Detailed Process FlowsDRAFT	Solution Design-Delivery Partners	Detailed Process Flows illustrating the steps necessary to research and resolve CSCC customer inquiries. The process flows will provide a starting point for the creation and documentation of functional and application requirements for Consistent Answers Release 2.0.	95%
FSAIC Detailed Requirements - DRAFT	Solution Design-Students	Detailed Functional and Application Requirements: Itemize the system and CSR efforts necessary to research and resolve FSAIC customer inquiries. These detailed requirements will provide a starting point for the creation and documentation of system detailed design for Consistent Answers Release 2.0.	85%
CSCC Detailed Requirements - DRAFT	Solution Design-Delivery Partners	Detailed Functional and Application Requirements: Itemize the system and CSR efforts necessary to research and resolve CSCC customer inquiries. These detailed requirements will provide a starting point for the creation and documentation of system detailed design for Consistent Answers Release 2.0.	85%
High Level Design	Interface Team	Desktop Application Screen, View, Report, and Interface Inventory.	10%

Consistent Answers Next Steps:

- Complete Remaining Working Sessions
- Complete Deliverable Documents in Process
- Complete Stakeholder and Sponsor Review of Deliverables
- Obtain Sign-off for Deliverables